

EXTRACT FROM OUR GENERAL TERMS AND CONDITIONS

Items for repair are accepted only under the following conditions:

If the customer places an order for repair after receiving a cost estimate, the standard flat-rate charge for the estimate will be waived. We reserve the right to vary the final charge for repair by up to 15% of the estimated figure without seeking additional approval from the customer. If we anticipate that the final charge for repair will exceed the estimate by more than 15%, we will contact the customer and offer him two options: he may either a) agree to the extra cost, in which case he is liable to pay the full amount, or b) cancel the repair, in which case he is still liable for the cost of work already done.

If the customer fails to place an order for repair within one month of being sent the cost estimate, the item will be returned unrepared. In addition to any other charges incurred, the customer is also liable for transport costs.

For items that are returned unrepared without a cost estimate being issued, we charge a flat-rate handling fee and transport costs.

Warranty claims can be honoured only on presentation of the relevant warranty documents (sales receipt, guarantee card etc) and within the agreed scope of that warranty.

Our liability is excluded if, upon inspection, it transpires that the fault identified has been caused by improper handling or storage, overloading, failure to follow operating and installation instructions, improper set-up, start-up, servicing or maintenance by the customer or by third parties not authorised by us, or as a result of natural wear and tear or failure to perform appropriate maintenance.

In such cases, the following costs will be incurred by the customer:

- If the customer is unwilling to pay for repair, or if the item is beyond repair and is returned unrepared, the minimum liability of the customer will be for the cost of inspection plus transport.
- If the customer is willing to pay for the repair and places an order for the work to be done, he is liable for the service costs as specified in the job estimate and for the costs of transport.

Payment is due immediately on receipt of the invoice and without any deductions. If the item is collected in person, the customer is to pay in cash. Alternatively, and if written instruction to this effect has been received, we will send the item by post, cash on delivery.

Personal data or settings stored on the device may be deleted or overwritten during inspection/repair. We cannot be held liable for the loss of any such data or be required to recover it.

Items that we have repaired will be stored free of charge for 14 days if the customer has opted to collect it himself or if it has been returned to us as undeliverable. At the end of this period, a storage charge becomes payable: €1.00 per day for small items and €2.00 for larger appliances.

We work exclusively on the basis of the Allgemeine Verkaufsbedingungen der Mechatroniker (General Terms and Conditions of Mechatronic Engineering Companies) in its most current version. This can be viewed at www.tetraxx.com/de/268.aspx; in matters of transportation and logistics, we work exclusively on the basis of the Allgemeine Österreichische Spediteurbedingungen (AÖSp - General Terms and Conditions of Austrian Freight Forwarders) and the Beförderungs- und Einlagerungsbedingungen für den Möbeltransport (General Terms and Conditions for the Transport and Storage of Furniture) in its most current version. These can be viewed at www.wko.at/spediteure/.

Place of performance and jurisdiction shall be the location of the individual branch office.

Bank details:

Bank Austria Creditanstalt AG Wien
IBAN: AT521200000608132007

Sort code 12000, A/c No. 00608 132 007
Swift: BKAUATWW

tetraxx Repair Center:

Kontakt:

1230 Wien, Deutschstraße 19
Tel.: 0043 1 79 799 7625
Fax: 0043 1 79 799 7619

Öffnungszeiten:

Montag - Mittwoch von 8:00 bis 12:00 Uhr und
12:45 bis 16:30 Uhr
Donnerstag von 8:00 bis 12:00 Uhr und 12:45
bis 19:00 Uhr
Freitag von 8:00 bis 14:00 Uhr